

EMERGENCY COMMUNICATIONS CENTER ANNUAL ACTIVITY SUMMARY

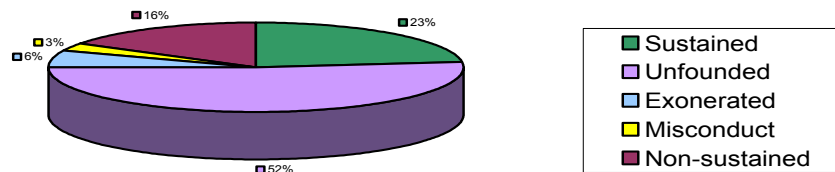
INCIDENTS HANDLED

| | LAW ENFORCEMENT | | | FIRE/MEDICAL | | | | |
|------|-----------------|---------|----------------|--------------|--------|---------------|--------------------------|------------------------------|
| 2002 | BEG # | END# | TOTAL | BEG # | END # | TOTAL | COMBINED MO. TOTAL | COMBINED RUNNING TOTAL |
| Jan | 0 | 25,446 | 25,446 | 0 | 1,767 | 1,767 | 27,213 | 27,213 |
| Feb | 25,446 | 51,728 | 26,282 | 1,767 | 3,452 | 1,685 | 27,967 | 55,180 |
| Mar | 51,728 | 78,487 | 26,759 | 3,452 | 5,347 | 1,895 | 28,654 | 83,834 |
| Apr | 78,487 | 107,016 | 28,529 | 5,347 | 7,242 | 1,895 | 30,424 | 114,258 |
| May | 107,016 | 136,110 | 29,094 | 7,242 | 9,171 | 1,929 | 31,023 | 145,281 |
| Jun | 136,110 | 164,775 | 28,665 | 9,171 | 11,223 | 2,052 | 30,717 | 175,998 |
| July | 164,775 | 200,198 | 35,423 | 11,223 | 13,342 | 2,119 | 37,542 | 213,540 |
| Aug | 200,198 | 224,179 | 23,981 | 13,342 | 15,305 | 1,963 | 25,944 | 239,484 |
| Sep | 224,179 | 251,988 | 27,809 | 15,305 | 17,236 | 1,931 | 29,740 | 269,224 |
| Oct | 251,988 | 279,519 | 27,531 | 17,236 | 19,139 | 1,903 | 29,434 | 298,658 |
| Nov | 279,519 | 308,424 | 28,905 | 19,139 | 20,991 | 1,852 | 30,757 | 329,415 |
| Dec | 308,424 | 336,741 | 28,317 | 20,991 | 22,885 | 1,894 | 30,211 | 359,626 |
| | | | 336,741 | | | 22,885 | 359,626 | |

The Lincoln 911 Center processes approximately one million telephone calls per year. During the year 2002, these telephone calls resulted in 359,626 calls for service. Of those calls for service, 31 citizen complaints were received.

All agency personnel are instructed as to the procedures in place to facilitate the handling of complaints in order to gain public confidence. A Customer Service survey is also included on this web site to aid in this regard. The survey is designed to assist the agency in seeking information on the level of satisfaction and how services may be improved.

Disposition Report
31 Complaints Received for 2002



Allegations of misconduct or error on the part of Communications Center personnel require a conclusion of fact. The following findings of fact will be used:

Sustained = The investigation has disclosed sufficient evidence to determine the complaint is substantiated.

Exonerated = The investigation has determined the incident did occur, but the employee involved acted properly in accordance with policy.

Non-Sustained = The investigation has been unable to substantiate the complaint. There was insufficient evidence to prove or disprove the allegation.

Unfounded = The complaint is false or not factual; the incident did not occur as reported and there was no misconduct/error.

Misconduct/error not based on Complaint = Substantiated employee misconduct, not previously alleged in the complaint but determined through the investigation.

Violation of Policy/Procedure = Minor violations generally unintentional or due to lack of experience or training.

Policy/Procedure Failure = The employee acted within policy or procedural guidelines, or the issue in question does not fall within the scope of existing policy/procedure. This situation indicates the need for review and change of appropriate procedures or drafting of new policies.

Dispositions Listed Above:

Appropriate training and/or corrective action will be taken for those complaints which qualify as “sustained” or “misconduct/error not based on complaint.” The Emergency Communications Center prides itself on providing high quality customer service to those it serves.

The Communications Center professionally handles calls for service in the City of Lincoln, Lancaster County and a portion of six surrounding counties. The Communications Center provides ongoing continuing education opportunities for staff in order to maintain and enhance job performance.